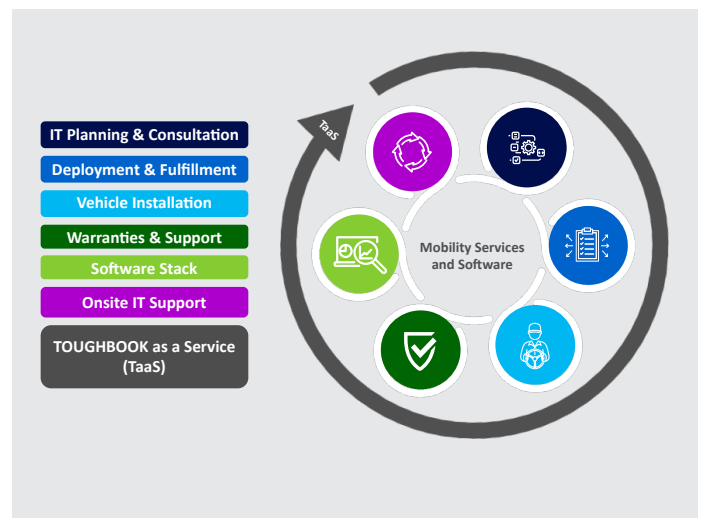




Rugged Technology, Reliable Support: Panasonic Connect ProServices At Work

END-TO-END SOLUTIONS FOR EVERY CHALLENGE

In today's demanding work environments, technology must not only withstand challenges but also empower you to overcome them. Panasonic Connect TOUGHBOOK® not only provides industry-leading rugged computers, but also a comprehensive suite of professional services and solutions tailored to your unique needs. Whether you need expert consultation, seamless deployment, advanced software integration, or dependable IT support, our ProServices team offers the expertise and tools to ensure success. With a focus on reliability, efficiency, and customization, we simplify the complexities of IT implementation and management, enabling your workforce to excel, no matter the challenge.



IT PLANNING AND CONSULTATION

Get your TOUGHBOOK computers off to a great start by taking advantage of the years of experience our engineers have in advanced technologies. From start to finish, we minimize implementation challenges so you can achieve your objectives and future-proof your initiatives. Once you become our customer, you'll have access to our 24/7/365 service desk and a team of field service engineers to assist with more complex issues.

SERVICES INCLUDE:

Image Consultation and Creation: Panasonic Connect creates custom images tailored to your specific business needs. Following industry and factory-supported best practices, we incorporate your operating system (OS), applications, settings, and customizations. These images are ready for seamless deployment or distribution as media to your laptops.

Project Management Support: Our dedicated project managers ensure smooth project execution by serving as a single point of contact. They coordinate logistics, identify and mitigate risks, plan contingencies, manage stakeholders, and oversee schedules, ensuring timely and efficient outcomes.

BIOS Customization: Tailor BIOS settings to include client ownership details, restrict access, enable or disable audio or wireless capabilities, and manage/restrict media components for enhanced security and control.

Microsoft Support Services: Take advantage of our decades of engineering expertise supporting Microsoft. We offer a range of imaging and deployment-focused services, including Autopilot enrollment, SCCM/MDT environment setup and maintenance, Intune/Azure Active Directory configuration, and license conversion.

Mobility Engineering Support: Address unexpected engineering needs with immediate assistance from our experienced engineers. This program ensures quick resolutions for tasks such as operating system deployment, barcode configuration, wireless troubleshooting, and other mobility-related challenges.

New Offers: Stay compliant with CJIS and NIST standards using our audit support. With Red Hat Enterprise Linux (RHEL) certification on TOUGHBOOK computers, we customize mobile solutions to meet your organization's unique security requirements.



From testing to tagging, our deployment solutions ensure your computers are mission ready.



DEPLOYMENT AND FULLFILLMENT

Ensure your TOUGHBOOK computers are ready to perform from the moment they arrive. Our deployment services are tailored to your unique environment, guaranteeing functionality and reliability from day one. Choose from two levels of deployment services — Premier and Bronze — offering everything from immediate readiness to long-term image maintenance throughout the life of your warranty. For more specific needs, we can create a customized service package to meet your operational requirements.

SERVICES INCLUDE:

Asset Tagging and Management: We attach asset tags that we create or that you provide and record the information in a deployment report for entry into your asset management system.

Disk Image Management: We catalog your Windows® gold image(s) and keep them up to date as you make changes, using them in the initial deployment of your mobile assets and for repairs.

Online Asset Management and RMA: We maintain complete service histories on all TOUGHBOOK computers sent into our Kansas-based National Service Centers. Your staff can monitor this history to identify service trends and potential user training needs.

Accessory Kitting Services: We can integrate third-party accessories such as network adaptors, barcode scanners, straps, and expansion modules with your TOUGHBOOK computers; perform testing; and distribute your final customized computers.

Custom BIOS: We work with your organization to customize the BIOS for your TOUGHBOOK Windows devices to any settings you specify and to show your company name on the splash screen.

Wireless Activation: We can install SIM cards and coordinate wireless activation with your carrier of choice, so your TOUGHBOOK arrives prepared for WWAN access right out of the box.

Personalization: We affix your organization's logo to your devices for increased brand awareness with customers.



Simplify IT implementation with expert guidance at every step.



VEHICLE INSTALLATION

No matter what type of vehicle your workers operate, Panasonic Connect provides custom in-vehicle mounting solutions and installation services to maximize productivity and ensure easy serviceability.

SERVICES INCLUDE:

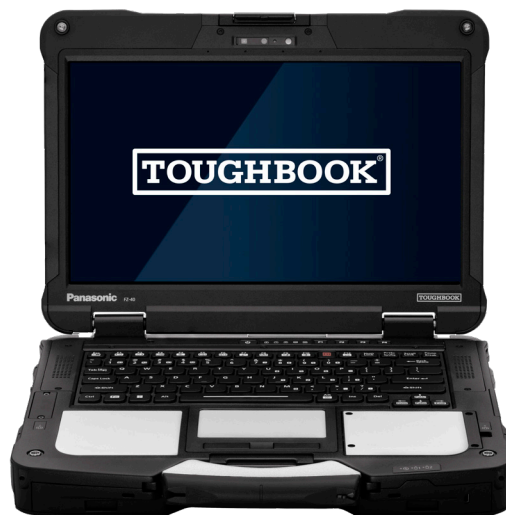
Custom Mounting and Installation: We offer customized in-vehicle mounting solutions and on-site professional installation services tailored to your fleet's unique needs. Our team assists in selecting and installing components such as vehicle mounts, power distribution systems, and wireless routers, ensuring seamless integration and optimized performance. These services simplify installation planning, maximize worker productivity, and make ongoing maintenance hassle-free.

Fleet Audit and Ride-Along Assessments: Gain valuable insights into your fleet's needs with thorough assessments conducted by our expert technicians. These audits ensure your vehicles are equipped with the right solutions for real-world scenarios.

Kitting: Panasonic Connect develops easy-to-order, easy-to-install device peripheral kits that streamline the installation process. Our technicians collaborate with your specialists to design ergonomic, safe, warranted, and cost-effective vehicle installation solutions, all bundled under a single SKU for maximum convenience and value.



Increase vehicle productivity with solutions tailored to your fleet.



WARRANTIES AND SUPPORT

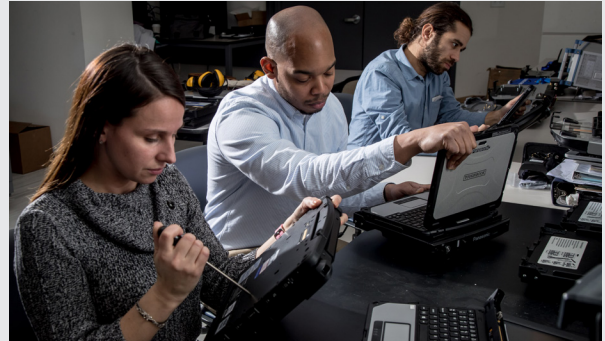
Protect your investment and minimize downtime with Panasonic Connect Warranty Services. Our 24/7/365 Customer Engagement Center provides U.S.-based and factory-trained support. Our expert Service Desk staff ensure your team receives assistance when they need it. With our comprehensive coverage options, you can enjoy predictable budget management and improved IT efficiency.

SERVICES INCLUDE:

Extended and Accidental Warranties: Extend the standard three-year warranty on your TOUGHBOOK computers to four or five years, aligning coverage with your device refresh cycle. This extended warranty reduces out-of-pocket repair costs, lightens the IT team's workload, and minimizes downtime. For mobile work environments where accidents are common, our accidental damage plan provides coverage for one major component failure per year or a complete device replacement if repairs aren't possible. With this plan, your workforce stays productive, unexpected expenses are minimized, and projects remain on budget.

Hot-Swap Service: Mitigate disasters overnight with our Hot-Swap Service. If a unit fails, we'll ship a pre-imaged replacement device to you within 24 hours from our National Service Center. While your damaged device is shipped to Panasonic Connect using a preprinted shipping label, the replacement ensures minimal disruption to your operations. Once repaired, the unit will be returned to your on-demand inventory for future use.

Smart Battery Monitoring and Warranty: Keep your computers powered and your teams productive with our Smart Battery Monitoring and Warranty service. This solution tracks battery health in real time and provides automatic alerts when replacements are needed. Warrantied batteries are automatically replaced when they reach 50% of their useful life. By replacing only poorly performing batteries, you can minimize costs, avoid operational disruptions, and eliminate the risks of stockpiling perishable lithium-Ion batteries. Maximize frontline productivity with reliable, proactive battery management.



Peace of mind with warranties and support services designed to keep you operational.



SOFTWARE STACK

Panasonic Connect's advanced software solutions provide real-time visibility, security, and optimization for your entire fleet. With our ecosystem of strategic partners, you can strengthen your laptops and tablets against cybersecurity threats, ensure they are being used as intended by your workforce, recover lost or stolen devices, save time and unnecessary effort, and help keep your mobile and remote workforce safe. These solutions deliver the highest ROI from your investment while keeping your operations efficient and protected.

SOLUTIONS INCLUDE:

Absolute Secure Access: Combine TOUGHBOOK computers with the power of Absolute Secure Access, a secure connectivity solution built by experts in cyber-resilience. This advanced platform enhances connectivity, security, and operational efficiency with features like persistent connectivity, seamless remote access, end-to-end encryption, real-time threat detection, centralized device management, and optimized network performance.

Absolute Secure Endpoint: This comprehensive security solution is designed for even the most challenging environments. Powered by self-healing firmware-embedded technology, it offers persistent endpoint security, real-time monitoring, remote freeze and wipe, automatic recovery from incidents, and proactive data risk management. It helps you extend laptop lifespan, ensure compliance, and maintain optimal security and performance across your entire fleet.

Smart Compliance: Panasonic Connect Smart Compliance, powered by Eclipsium, equips organizations to continuously monitor and remediate critical components of their IT infrastructure during procurement, deployment, and operation. It offers firmware integrity and compliance guidance for organizations navigating industry standards like NIST and CJIS.

Smart Essentials: Panasonic Connect Smart Essentials offers real-time visibility into battery health, application performance, user behavior, network connectivity, cellular data coverage, and more through a single-pane-of-glass dashboard. By aggregating data from your entire mobile estate, Smart Essentials delivers actionable insights, enabling proactive and predictive asset management to reduce service desk requests, minimize downtime, and optimize device performance.

VuLock: VuLock enhances driver safety by locking or restricting device screens while vehicles are in motion, ensuring compliance with Federal Highway Administration regulations. Utilizing GPS technology, VuLock is configurable by agency management to help prevent vehicle operators from being distracted, providing a critical safety feature for fleet operations.



Empower your workforce with secure, efficient, and optimized software solutions.



ONSITE IT SUPPORT

Panasonic Connect's certified technical experts are here to support your IT needs with unmatched flexibility, whether for short-term projects or long-term initiatives. Avoid the challenges of staffing shortages and ensure your mission-critical operations stay on track with dependable, high-quality support. You'll benefit from personalized flexibility and a single point of contact throughout your IT journey, allowing your team to focus on what matters most. With Panasonic, you can count on expert guidance tailored to your specific needs, delivered with reliability and precision.

SERVICES INCLUDE:

Last-Mile Deployment Services: Simplify and complete the final steps of your deployment process, saving you time, effort, and money in the long run. With our extensive experience, we ensure every detail is handled correctly the first time, minimizing disruptions to your business operations. From unboxing to configuring network settings, our team manages all the fine details, allowing your internal teams to focus on the big picture.

Field Consultation and Support Services: Get expert guidance tailored to your specific needs. Our engineers are trained and certified for Microsoft®, cellular wireless and virtually everything mobility; and they can work onsite or remotely to quickly troubleshoot and help resolve any issues.

IT Training: We train your IT staff in basic functions such as managing wireless connections, screen calibration, battery management, and mobility software applications. We can also provide device and in-vehicle mount installation training so you can fine-tune the user experience (screen brightness, touchscreen sensitivity and calibration, or cellular and Wi-Fi usage).



Flexible IT support designed to adapt to your mission-critical requirements.



TOUGHBOOK AS A SERVICE (TAAS)

Stay ahead with the latest technology through Panasonic Connect's flexible subscription-based service, TOUGHBOOK as a Service (TaaS). Designed to reduce the burden of large upfront expenses, TaaS enables organizations to spread costs over time while enjoying access to the latest rugged solutions and professional services tailored to their operational needs. Each TaaS package is customized, fully integrated, and deployed with flawless execution, ensuring your technology investments deliver unmatched performance and value.

KEY FEATURES INCLUDE:

Flexible Payment Options: Choose from monthly, quarterly, or yearly payment schedules with terms of 36, 48, or 60 months.

Service Benefits: Enjoy included warranty upgrades and discounted engineering services to keep your fleet optimized throughout the subscription.

Customizable Packages: Bundle hardware, software, services, and accessories into a package that meets your unique requirements.

Empower Your Operations with Panasonic Connect ProServices

From the first step to the last, Panasonic Connect ProServices delivers unmatched expertise, comprehensive solutions, and dependable support to keep your workforce at its best. With services designed to streamline your operations and maximize your investment, we're committed to helping you overcome any challenge.



Affordable, flexible access to cutting-edge technology.

Ready to get started?

Contact your Account Manager, reseller, or one of our ProServices experts today.

1-888-245-6344, proservices@us.panasonic.com

PROSERVICES

connect.na.panasonic.com/professional-services | **1-888-245-6344**

